

Amendments to the Claims

The following listing of claims will replace all prior versions, and listings, of claims in the application:

- 1. **(Amended)** A method of providing automated reservations via an automated interactive voice response system, comprising the steps of: authenticating a user utilizing one or more forms of caller-provided identification data to access an awards account; acquiring itinerary data from said user; querying an itinerary database with said itinerary data; providing to said user a plurality of itineraries; allowing a user to select an itinerary from said plurality of itineraries; querying an awards database to determine if said user has sufficient awards in said awards account for said selected itinerary; and acquiring payment information from said user for said selected itinerary.
2. **(Previously presented)** A method of providing automated reservations according to claim 1, further including the step of: confirming said selected itinerary.
3. **(Previously presented)** A method of providing automated reservations according to claim 1, further including the steps of: placing said selected itinerary on hold; and providing said user a reference number indicative of said itinerary.
4. **(Previously presented)** A method of providing automated reservations according to claim 1 wherein said user interacts with said automated reservations system utilizing vocal responses.

5. **(Previously presented)** A method of providing automated reservations according to claim 1, further including the step of: assigning seats to said user for said selected itinerary.

6. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said user is transferred to an operator upon request.

7. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

8. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said identification data is biometric data.

9. **(Previously presented)** A method of providing automated reservations according to claim 8, wherein said identification data is voice data.

10. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

11. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said awards database is a look-up table.